



Product Support Notice

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PSN # PSN003681u

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Severity/risk level

Low

Urgency

When convenient

Name of problem B149 and B159 analog conference phone periodic ringing on CM

Products affected

B149 and B159 Analog Conference Phone

Problem description

In certain cases, B149 and B159 analog conference phones may produce periodic ringing tones when attached to TN746, TN746B, TN2183 or TN2215 analog circuit packs on Communication Manager. The periodic ringing is trigger by the background maintenance test executed on these circuit packs.

Resolution

The solution to this issue is to disable station maintenance on the ports that B149 and B159 are connected to. This is accomplished by using CM's SAT station and issue a "change stations xxx" command. Set the field "Tests?" to "n".

Workaround or alternative remediation

n/a

Remarks

This is not an issue with TN793CP, MM711, MM714A/B, and MM716 analog circuit packs.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
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